Microsoft 70-622

70-622 PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians

Practice Test

Version 2.1

QUESTION NO: 1

You are a desktop support technician for your company.

Your company has a main office. It plans to open four new branch offices. The corporate network consists of a single link in the main office. The network infrastructure is configured to use IPv6 addresses.

You need to provide private IPv6 addresses to each computer that runs Windows Vista on the corporate network.

What should you do?

A. Configure the computers to use an address that begins with FE80::/64.
B. Configure the computers to use an address that begins with FEC0::/10.
C. Configure the computers to use an address that begins with FC00::/7.
D. Configure the computers to use an address that begins with 2000:/3.

Answer: D

Explanation:
To provide private IPv6 addresses to each computer that runs Windows Vista on the corporate network that has many branch offices, you need to use Site-Local addresses because these addresses can use routers to forward datagrams between the various locations of the entire organization. The site addresses start with "FE" and then "C" to "F" for the third hex digit. So, these addresses start with "FEC", "FED", "FEE" or "FEF". Therefore you need to configure network with FEC0::/10 prefix.

2000:/3 is a global unicast which is used on public networks. FE80 refers to Link-Local addresses that have a smaller scope and FC00::/7 have a unique local webcast and therefore cannot be used in this scenario.

Reference : IPv6 Special Addresses: Reserved, Private (Link-Local / Site-Local), Unspecified and Loopback
http://www.tcpipguide.com/free/t_IPv6SpecialAddressesReservedPrivateLinkLocalSiteLo-2.htm

QUESTION NO: 2

You are a desktop support technician for your company.

Your client computers run Windows Vista.

You need to recommend a solution to enable forwarding of events. The events must be encrypted

when they are forwarded.

Which three configurations should you recommend? (Each correct answer presents part of the solution. Choose three.)

A. Open port 443 on the Windows firewall.
B. Ensure that all users have a user certificate.
C. Set the Certificate Propagation service startup type to automatic.
D. Ensure that all computers have a computer certificate.
E. Configure the client computers by using winrm.exe.

Answer: A,D,E

Explanation:
To enable forwarding of events from the client computers and collecting them to your computer, you need to ensure that Windows Remote Management (WinRM) service and the Windows Event Collector service are running on computers participating in the forwarding and collecting process and ensure that the computer account of the collector computer is added to the local Administrators group on each of the source computers.

To ensure that the events must be encrypted when they are forwarded, you need to use the HTTPS protocol by using the HTTPS option in Advanced Subscription Settings and ensure that all computers have a computers certificate and port 443 is open on the Windows firewall

Reference : Event Viewer and Resulting Internet Communication in Windows Vista / Forwarding and Collecting Events
http://technet2.microsoft.com/WindowsVista/en/library/a84d76d4-d149-4bba-8b8c-750ec797d4b61033.mspx?pf=true
Reference : Configure Computers to Forward and Collect Events / Additional Considerations
http://technet2.microsoft.com/WindowsVista/en/library/165d8b7c-a85e-42c2-8316-6701f0701c881033.mspx?pf=true

QUESTION NO: 3

You are a desktop support technician for your company.

You plan to upgrade a computer that runs Microsoft Windows XP Professional to Windows Vista Business. The computer has the following hardware configuration:

1-GHz CPU
768 MB of memory

20 - GB hard drive with 5 GB of free space

Onboard Super VGA (SVGA) display adapter sharing memory

You need to ensure that the computer meets Windows Vista installation requirements .

What should you do?

A. Add 256 MB of memory.
B. Clean the hard drive to create at least 15 GB of free space.
C. Add an additional display adapter with independent memory.
D. Change the existing CPU to a 2-GHz CPU.

Answer: B

Explanation:

For Windows Vista installation you need 1-GHz CPU, 512 MB of memory, 40 - GB hard drive with 15 GB of free space instead of 8 GB of free space .

Reference: Windows Vista recommended system requirements

ttp://www.microsoft.com/windows/products/windowsvista/editions/systemrequirements.mspx

QUESTION NO: 4

You are a desktop support technician for your company.

You need to disable the User Account Control (UAC) feature for local administrators by using the Group Policy Object Editor. Your solution must not disable UAC for standard users.

Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

A. Set Elevate without prompting for the User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode option.
B. Set Disabled for the User Account Control: Switch to the secure desktop when prompting for elevation option.
C. Set Disabled for the User Account Control: Detect application installations and prompt for elevation option.
D. Set Disabled for the User Account Control: Run all administrators in Admin Approval Mode option.
E. Set Enabled for the User Account Control: Admin Approval Mode for the Built-in Administrator account option.

Answer: A,D

Explanation:
To disable the UAC feature for local administrators, you need to open the User Account Control settings in GPO and disable the User Account Control: Run all administrators in Admin Approval Mode option. Disabling this option will run all admin accounts run in Admin Approval Mode and UAC will be disabled. You need to then select Prompt for credentials setting for the User Account Control: Behavior of the elevation prompt for standard users option to ensure that standard users get User Account Control credential prompt to perform administrative tasks.

Reference : User Account Control in Windows Vista
http://www.dotnetcurry.com/ShowArticle.aspx?ID=106
Reference: Administering UAC with the local Security Policy Editor and Group Policy
http://technet2.microsoft.com/WindowsVista/en/library/00d04415-2b2f-422c-b70e-b18ff918c2811033.mspx?mfr=true

QUESTION NO: 5

You are a desktop support technician for your company. The computers in your company run Windows Vista.

When a user attempts to alter the permissions on a folder, she receives a message stating that access is denied.

You need to ensure that the user can modify the permissions on the folder.

What should you do?

A. Add the team members account to the Network Configuration Operators group on each computer.
B. Grant Allow-Full control permission to the team member in the properties of the folder.
C. Add the team members account to the Power Users group on each computer.
D. Grant Allow-Modify permission to the team member in the properties of the folder.

Answer: B

Explanation:
To share a folder on her computer, Anna only needs full control on the folder. Therefore, you need to Grant Allow-Full control permission to Anna in the properties of the folder.

Adding Anna to the Power Users group on each computer is not easy because they have been removed from Windows Vista. However, they can be used but requires a massive amount of administrative effort and will also provide unnecessary permissions to Anna. Providing only Modify

permissions will not allow Anna to change permissions on the folders. Members of Network Configuration Operators group have a subset of the Administrator-level rights that enables them to install and configure networking features but does not allow users to have control on folders.

Reference: Microsoft Windows Vista/2003/XP/2000 file management security issues
http://seclists.org/bugtraq/2007/Mar/0140.html
Reference: Migrating from the Power Users Group
http://technet2.microsoft.com/WindowsVista/en/library/00d04415-2b2f-422c-b70e-b18ff918c2811033.mspx?mfr=true

QUESTION NO: 6

You are a desktop support technician for your company. Al l the computers in your company run Windows Vista.

The company has a legacy clientserver application that does not have an upgrade. When you access the application by using a standard user account, the application fails.

You need to ensure that the application runs. You also need to ensure that users are granted only the necessary privileges.

What should you do?

A. Configure user accounts only for users who need access to the application as members of the local administrators group. Do this on all the computers that use the application.
B. Enable the User Account Control:Virtualize file and registry write failures to per-user locations option in the local security policy.
C. Enable the Network Access: Let Everyone permissions apply to anonymous users option in the local security policy.
D. Disable the User Account Control: Only elevate executables that are signed and validated option in the local security policy.

Answer: B

Explanation:
The application in this scenario by default used to run as administrator and write runtime application data back to registry. When the computers are upgraded to Windows Vista and administrative credentials were not present then the application started giving problems.
To run the application on all the computers on the corporate network without giving standard users the administrative rights on their computer, you need to enable the User Account Control: Virtualize file and registry write failures to per-user locations option in the local security policy. This feature mitigates those applications that historically ran as administrator and write runtime

application data back to registry. This setting should be kept enabled in environments that utilize non-UAC compliant software.

Reference : User Account Control in Windows Vista
http://www.dotnetcurry.com/ShowArticle.aspx?ID=106
Reference: Administering UAC with the local Security Policy Editor and Group Policy
http://technet2.microsoft.com/WindowsVista/en/library/00d04415-2b2f-422c-b70e-b18ff918c2811033.mspx?mfr=true

QUESTION NO: 7

You are a desktop support technician for your company.

You plan to upgrade 5000 Microsoft Windows XP Professional computers to Windows Vista.

You need to identify if the Windows XP applications can run on Windows Vista. You must achieve this goal with the minimum amount of administrative effort.

What should you do?

A. Run the WindowsVista Upgrade Advisor.
B. From a Windows XPcd-rom, run winnt32.exe /checkupgradeonly.
C. Use the Application Compatibility Toolkit (ACT) 5.0.
D. Run Windows Update.

Answer: C

Explanation:
Application Compatibility Toolkit (ACT) 5.0 collects information about the applications that are installed on the network computers and provides information about the applications that are incompatible with Windows Vista. Windows Vista Upgrade Adviser can also be used for the same purpose but it requires a massive amount of administrative effort because it needs to be run separately on each computer.

Reference: P -11-12 Verifying requirements on an individual computer, verifying requirements on a network
MCIPT Self paced Training Kit Exam 70-622 from Microsoft by Tony Northrup and J.C. Mackin

QUESTION NO: 8

You are a desktop support technician for your company.

Your company has a single Active Directory domain. All client computers run Windows Vista.

You need to ensure that users can only connect to printers on specific servers in the organization.

What do you recommend?

A. Use Group Policy to configure the Point and Print Restrictions.
B. Use Group Policy to configure the Add Printer Wizard - Network Scan page (Managed network).
C. Disable the Print Spooler service.
D. Use the Print Management Console to deploy the printers via Group Policy.

Answer: A

Explanation:
To ensure that the employees of the software development team can only connect to printers on print servers that you manage and not to all the printers on print server, you need to configure the Point and Print Restrictions Point group policy. This policy enables you to limit the servers to which a user can Point and Print. This policy allows you to configure your print servers to use only trustworthy printers.

Reference: Windows Vista - Point & Print/ Scenario 3: Using Point and Print on Specific Print Servers Only
http://blogs.technet.com/askperf/archive/2007/05/04/windows-vista-point-print.aspx

QUESTION NO: 9

You are a desktop support technician for your company. The computers in your company run Windows Vista with default settings.

The performance of one of the computers has degraded. You verify that the computer is not infected with spyware or adware and does not run unknown programs.

You need to troubleshoot the issue by checking the programs that run on the computer.

What should you do first?

A. Select and enable the Enable Logging Known Good Detections option in group policy.
B. In Microsoft Windows Defender, open the History window and click Allowed Items.
C. Select and enable the Enable Logging Unknown Detection option in group policy.
D. In Microsoft Windows Defender, open the History window and click Clear History.

Answer: A

Explanation:

If any spyware or adware is not responsible for the slow performance of a computer than the programs already installed on the computer may be creating the problem. Windows defender provides Logging Known Good Detections policy setting, which can be enabled through group policy object to enable logging for known good files. The logging detection data will allow you to get detailed information about the programs that run on the computers and you can monitor them.

Because there are no unknown files that are creating problem, logging of Unknown Detection policy setting will not help. Windows Defender does not monitor Allowed Items while they are running on your computer and updated history will not enable you to find out the program that is running on the computer and creating performance problems.

Reference : Description of the Windows Defender Group Policy administrative template settings
http://support.microsoft.com/default.aspx/kb/927367
Reference : Specific features - History
http://www.microsoft.com/athome/security/spyware/software/privacypolicy.mspx

QUESTION NO: 10

You are a desktop support technician for your company.

The computers on the corporate network run Windows XP and Windows Vista in a single domain. The computers that run Windows XP do not appear on the Network Map diagram.

You need to ensure that all the computers appear on the Network Map diagram.

What should you do?

A. Install the UPnP networking service on the computers that run Windows XP.
B. Download the LLTD Responder component from the Microsoft Web site and install the component on the computers that run Windows XP.
C. Download the LLTD Responder component from the Microsoft Web site and install the component on the computers that run Windows Vista.
D. Download the Link-Layer Topology Discovery (LLTD) Responder component from the Microsoft Web site and install the component on the domain server.

Answer: B

Explanation:

On running Network Map on a Windows Vista computer, the computers that are running Microsoft Windows XP did not appear on the network diagram because the Link-Layer Topology Discovery

(LLTD) Responder component is not installed on the Windows XP-based computer. Therefore you need to install the LLTD Responder component on Windows XP-based computers

Reference : Network Map in Windows Vista does not display computers that are running Windows XP
http://support.microsoft.com/kb/922120#top

QUESTION NO: 11

You are a desktop support technician for your company.
Your company has several mobile users with Windows Vista and Microsoft Office 2007. The mobile users manage their own computers.
You need to recommend a solution that enables mobile users to automatically update Windows Vista and Office 2007.

What should you recommend?

A. Instruct users to configure Windows Update to install updates automatically.
B. Instruct users to install Microsoft Update and confirm that Install updates automatically is enabled for Windows Update.
C. Instruct users to run wuauclt.exe /detectnow.
D. Instruct users to configure Windows Update and enable the Include recommended updates when downloading, installing or notifying me about updates option.

Answer: B

Explanation:
To instruct the mobile users of the company to manage their own computers themselves by automatically updating Windows Vista and Office 2007 with latest Microsoft updates, you need to ask users to install Microsoft Update and enabled Install updates automatically option in Windows Update. This is because Microsoft Update is a Microsoft Web site that allows you to download latest updates for Microsoft Office and other Microsoft programs along with the Windows updates that are available on Windows Update website.

Reference : Microsoft Update helps keep your computer current
http://www.microsoft.com/protect/computer/updates/mu.mspx

QUESTION NO: 12

You are a desktop support technician for your company.

All printers in your company are shared on a central server. Your company uses a custom DOS